

CHAPTER 1

DATA TABLES

ORGANIZATIONAL CAPACITY

1. AVAILABILITY

	Less than 40 Hours		40-44 Hours		45-50 Hours		Over 50 Hours	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
1.1. Hours per week main facility is open to serve clients.								
114 Statewide	16	14%	78	68%	18	16%	2	2%
55 Population up to 20,000	7	13%	44	80%	3	5%	1	2%
30 Population between 20,001 and 40,000	6	20%	20	67%	4	13%	0	0%
16 Population between 40,001 and 80,000	3	19%	9	56%	4	25%	0	0%
13 Population over 80,001	0	0%	5	38%	7	54%	1	8%

AVAILABILITY

	Number	Percent
1.2. Health department has branch offices.		
114 Statewide	24	21%
55 Population up to 20,000	5	9%
30 Population between 20,001 and 40,000	7	23%
16 Population between 40,001 and 80,000	7	44%
13 Population over 80,001	5	38%

AVAILABILITY

	<8 Hours		8-16 Hours		17-24 Hours		>24 Hours	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
1.2.1. Hours per week main and branch offices are open to clients other than 8:00 a.m. to 5:00 p.m.								
114 Statewide	18	75%	3	13%	0	0%	3	13%
55 Population up to 20,000	3	60%	1	20%	0	0%	1	20%
30 Population between 20,001 and 40,000	5	71%	0	0%	0	0%	2	29%
16 Population between 40,001 and 80,000	7	100%	0	0%	0	0%	0	0%
13 Population over 80,001	3	60%	2	40%	0	0%	0	0%

AVAILABILITY

1.3. All Agencies have a system to receive and respond to emergencies 24 hours per day, 7 days per week.

AVAILABILITY

	Paging Service		Cell Phone		Notify 911 Center		Local Law Enforcement		Answering Machines/Service	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
1.3.1. Agency has system to receive and respond to emergencies 24/7.										
114 Statewide	59	52%	110	96%	76	67%	93	82%	83	73%
55 Population up to 20,000	25	45%	52	95%	31	56%	42	76%	40	73%
30 Population between 20,001 and 40,000	12	40%	29	97%	21	70%	26	87%	20	67%
16 Population between 40,001 and 80,000	10	63%	16	100%	13	81%	15	94%	12	75%
13 Population over 80,001	12	92%	13	100%	11	85%	10	77%	11	85%

AVAILABILITY

	Cell Phone Provided by Agency	
	Number	Percent
1.3.2.1. Agency provides cell phone(s) for key staff.		
114 Statewide	96	84%
55 Population up to 20,000	42	76%
30 Population between 20,001 and 40,000	26	87%
16 Population between 40,001 and 80,000	16	100%
13 Population over 80,001	12	92%

AVAILABILITY

	Number	Percent
1.4. Agency has written protocols for staff response to calls after normal work hours.		
114 Statewide	85	75%
55 Population up to 20,000	40	73%
30 Population between 20,001 and 40,000	19	63%
16 Population between 40,001 and 80,000	13	81%
13 Population over 80,001	13	100%

AVAILABILITY

	Less Than 25%		25-49%		50-74%		75-100%	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
1.5 Percent of agency's business conducted off-site.								
114 Statewide	29	25%	59	52%	26	23%	0	0%
55 Population up to 20,000	19	35%	24	44%	12	22%	0	0%
30 Population between 20,001 and 40,000	4	13%	17	57%	9	30%	0	0%
16 Population between 40,001 and 80,000	4	25%	10	63%	2	13%	0	0%
13 Population over 80,001	2	15%	8	62%	3	23%	0	0%

2. SOURCE OF REVENUE

	Medicaid (or Managed Care)		Medicare		Individual Pay		Private Insurance		Contracts Services to Other LPHAs	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
2.1 Agency's sources of revenue.										
114 Statewide	111	97%	101	89%	92	81%	35	31%	48	42%
55 Population up to 20,000	54	98%	51	93%	44	80%	19	35%	20	36%
30 Population between 20,001 and 40,000	29	97%	26	87%	21	70%	8	27%	14	47%
16 Population between 40,001 and 80,000	16	100%	15	94%	15	94%	5	31%	7	44%
13 Population over 80,001	12	92%	9	69%	12	92%	3	23%	7	54%

TECHNOLOGY

	Number	Percent
3.1.1. Agency has a web site.		
114 Statewide	62	54%
55 Population up to 20,000	21	38%
30 Population between 20,001 and 40,000	18	60%
16 Population between 40,001 and 80,000	11	69%
13 Population over 80,001	12	92%

TECHNOLOGY

	Number	Percent
3.1.2. Agency uses GIS technology.		
114 Statewide	29	25%
55 Population up to 20,000	3	5%
30 Population between 20,001 and 40,000	6	20%
16 Population between 40,001 and 80,000	9	56%
13 Population over 80,001	11	85%

TECHNOLOGY

	Number	Percent
3.1.3. Agency has staff trained to use GIS technology.		
114 Statewide	32	28%
55 Population up to 20,000	3	5%
30 Population between 20,001 and 40,000	9	30%
16 Population between 40,001 and 80,000	9	56%
13 Population over 80,001	11	85%

TECHNOLOGY

	Number	Percent
3.2.1. Agency uses GIS technology to identify locations of water wells.		
114 Statewide	8	28%
55 Population up to 20,000	0	0%
30 Population between 20,001 and 40,000	2	33%
16 Population between 40,001 and 80,000	4	44%
13 Population over 80,001	2	18%

TECHNOLOGY

	Number	Percent
3.2.2. Agency uses GIS technology to identify locations of sewage systems.		
114 Statewide	11	38%
55 Population up to 20,000	1	33%
30 Population between 20,001 and 40,000	3	50%
16 Population between 40,001 and 80,000	4	44%
13 Population over 80,001	3	27%

TECHNOLOGY

	Number	Percent
3.2.3. Agency uses GIS technology for communicable disease tracking.		
114 Statewide	13	45%
55 Population up to 20,000	0	0%
30 Population between 20,001 and 40,000	2	33%
16 Population between 40,001 and 80,000	4	44%
13 Population over 80,001	7	64%

TECHNOLOGY

	Number	Percent
3.2.4. Agency uses GIS technology for tracking lead testing results.		
114 Statewide	6	21%
55 Population up to 20,000	1	33%
30 Population between 20,001 and 40,000	1	17%
16 Population between 40,001 and 80,000	1	11%
13 Population over 80,001	3	27%

TECHNOLOGY

	Number	Percent
3.2.5. Agency uses GIS technology for tracking restaurant inspections.		
114 Statewide	8	28%
55 Population up to 20,000	0	0%
30 Population between 20,001 and 40,000	2	33%
16 Population between 40,001 and 80,000	3	33%
13 Population over 80,001	3	27%

TECHNOLOGY

	Number	Percent
3.2.6. Agency uses GIS technology for other applications.		
114 Statewide	20	69%
55 Population up to 20,000	1	33%
30 Population between 20,001 and 40,000	4	67%
16 Population between 40,001 and 80,000	6	67%
13 Population over 80,001	9	82%

4. QUALITY IMPROVEMENT

	Number	Percent
4.1. Agency has designated staff responsible for planning, developing and implementing quality improvement methods across programs.		
114 Statewide	92	81%
55 Population up to 20,000	44	80%
30 Population between 20,001 and 40,000	24	80%
16 Population between 40,001 and 80,000	14	88%
13 Population over 80,001	10	77%

QUALITY IMPROVEMENT

	Very Good		OK		Getting By		Not Doing It	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
4.2. Rate of agency capacity to utilize quality management principles, methods, and tools throughout the organization.								
114 Statewide	33	29%	53	46%	25	22%	3	3%
55 Population up to 20,000	14	25%	29	53%	10	18%	2	4%
30 Population between 20,001 and 40,000	10	33%	13	43%	7	23%	0	0%
16 Population between 40,001 and 80,000	5	31%	5	31%	5	31%	1	6%
13 Population over 80,001	4	31%	6	46%	3	23%	0	0%

QUALITY IMPROVEMENT

	Number	Percent
4.3. Agency evaluates its programs to determine whether stated goals and outcomes are being achieved.		
114 Statewide	108	95%
55 Population up to 20,000	51	93%
30 Population between 20,001 and 40,000	29	97%
16 Population between 40,001 and 80,000	15	94%
13 Population over 80,001	13	100%

QUALITY IMPROVEMENT

	Number	Percent
4.4. Agency incorporates quality improvement and/or customer service in all employee's performance expectations.		
114 Statewide	94	82%
55 Population up to 20,000	41	75%
30 Population between 20,001 and 40,000	27	90%
16 Population between 40,001 and 80,000	13	81%
13 Population over 80,001	13	100%

DATA TABLES

STRATEGIC PLANNING

6. STRATEGIC PLAN

	Number	Percent
6.1. Agency has a strategic plan.		
114 Statewide	102	89%
55 Population up to 20,000	51	93%
30 Population between 20,001 and 40,000	25	83%
16 Population between 40,001 and 80,000	14	88%
13 Population over 80,001	12	92%

STRATEGIC PLAN

	2000		2001		2002		2003		2004		2005	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
6.1.1. Year agency's strategic plan was last updated.												
114 Statewide	0	0%	35	34%	6	6%	11	11%	23	23%	27	26%
55 Population up to 20,000	0	0%	21	41%	4	8%	5	10%	9	18%	12	24%
30 Population between 20,001 and 40,000	0	0%	6	24%	2	8%	1	4%	7	28%	9	36%
16 Population between 40,001 and 80,000	0	0%	3	21%	0	0%	3	21%	4	29%	4	29%
13 Population over 80,001	0	0%	5	42%	0	0%	2	17%	3	25%	2	17%

STRATEGIC PLAN

	0		1-4 Times		5-9 Times		10 or More Times	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
6.1.2. How often during a year do you/your staff refer to or use the strategic plan?								
114 Statewide	20	20%	62	61%	12	12%	8	8%
55 Population up to 20,000	14	27%	30	59%	3	6%	4	8%
30 Population between 20,001 and 40,000	4	16%	15	60%	4	16%	2	8%
16 Population between 40,001 and 80,000	2	14%	11	79%	1	7%	0	0%
13 Population over 80,001	0	0%	6	50%	4	33%	2	17%

STRATEGIC PLAN

	Community		Governing Body		Staff	
	Number	Percent	Number	Percent	Number	Percent
6.1.3. Who participates in developing and revising agency's strategic plan?						
114 Statewide	55	54%	88	86%	98	96%
55 Population up to 20,000	27	53%	47	92%	50	98%
30 Population between 20,001 and 40,000	14	56%	22	88%	24	96%
16 Population between 40,001 and 80,000	6	43%	10	71%	12	86%
13 Population over 80,001	8	67%	9	75%	12	100%

STRATEGIC PLAN

	Budgeting/Resource Allocation		Marketing		Performance Measurement	
	Number	Percent	Number	Percent	Number	Percent
6.1.4. How is strategic plan used?						
114 Statewide	74	73%	60	59%	70	69%
55 Population up to 20,000	35	69%	29	57%	31	61%
30 Population between 20,001 and 40,000	18	72%	16	64%	17	68%
16 Population between 40,001 and 80,000	9	64%	7	50%	11	79%
13 Population over 80,001	12	100%	8	67%	11	92%